



# U.S. Citizenship and Immigration Services

## *Production Update*

Fiscal Year 2008, 3rd Quarter



U.S. Citizenship  
and Immigration  
Services

# Prepared for the United States Congress

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# Message from the Director

I am privileged to post the U.S. Citizenship and Immigration Services (USCIS) Fiscal Year (FY) 2008 Third Quarter Update to report on our tremendous efforts and successes.

Naturalizations have reached unprecedented levels and the production goals are being either met or surpassed. We welcome the increase in applications filed this past summer—applying for citizenship and other immigration benefits is more than an administrative exercise; it is a life-changing event. The fact that more people are choosing to take the final step to become a United States citizen is a great compliment to our country and system of government.

This compliment brings significant added responsibilities. USCIS has taken numerous steps to anticipate and meet these additional responsibilities:

- More than 20% of our projected total revenue this year is allocated to critical enhancements and we are implementing more than forty initiatives to improve the USCIS's service, infrastructure, and security.
- In an effort to provide increased customer support services, we have completed an analysis of numerous zip codes and have determined that there is a need for more field service offices in certain locations. To support the new field offices we have added a fourth regional office and made geographic realignments as necessary. This action has benefited our customers by reducing the distance from their homes to our field offices, making a trip to a field office more economical.
- The new Growth Management Oversight Unit (GMOU) is responsible for monitoring, coordinating, and facilitating these vital agency-wide enhancements that focus on hiring, improving information technology

systems, and special initiatives to provide better service to our customers while maintaining a secure immigration system. The GMOU is working closely



with USCIS components and leadership to ensure that new employees are trained and assimilated, and that infrastructure and process improvements are properly implemented in the timeliest manner possible.

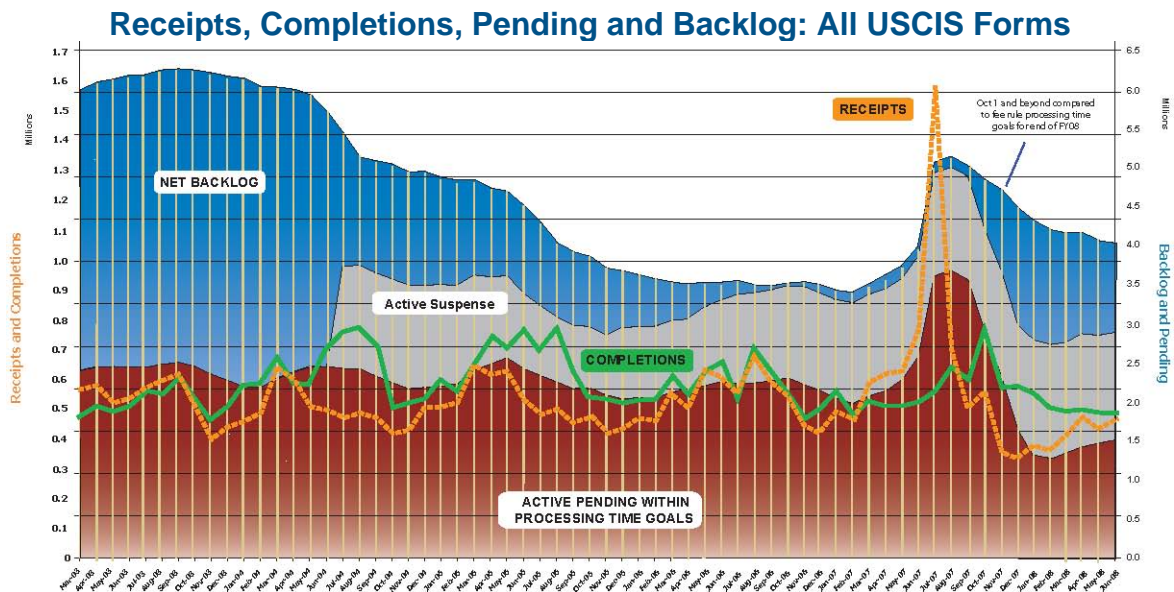
- USCIS has hired nearly seven hundred new employees to help reduce the surge of receipts that occurred at the end of the past fiscal year. The new employees were trained at our new basic training school in Dallas, Texas. The new employees went right to work and contributed to the reduction of the net backlog by 80,000 cases during the month of June 2008. The result is a continuing drop in our backlogs.

Because USCIS is frequently the initial point of contact between the Federal Government and its new residents and citizens, we must continue to reflect the very best of what our Nation represents. USCIS is committed to fulfilling its promise of maintaining the integrity of our immigration system while providing world-class customer service.

Jonathan R. Scharfen  
Acting Director  
U.S. Citizenship and Immigration Services



# Production Update



## Summary

In the 3rd quarter, the number of completions declined 5%, and the number of pending cases declined 3%, compared to the prior quarter. This was largely due to:

- The completion in the 2nd quarter of the bulk of the most recent round of Temporary Protected Status (TPS) extensions (a type of application that requires less than average work hours per case); and
- Our shift in the 3rd quarter of production priorities to naturalization cases, which require significantly more than average work hours per case.

Naturalization completions were 30% ahead of the prior quarter, and completions were more than double the number of new naturalization applications received this quarter. In the 3rd quarter our net backlog dropped 15.2%, and our gross backlog declined 13.6%. This is due to higher production levels compared to last year and

to a significant decline in receipts following the surge of applications received in the summer of 2007. Production overall is consistent with the targets we set in our plan to respond to the large surge of applications we received last summer.

## Agency Update

The unprecedented number of immigration applications and petitions received during June and July of FY 2007 necessitated that USCIS develop an action plan to enable a timely and proactive response. Accordingly, USCIS management developed a Surge Response Plan providing an operational blueprint for our response to the increase in workload. The key elements of the response plan include a production analysis and a staffing plan. Together these two elements provide specific production and staffing targets for each USCIS office that, upon successful completion, will ensure established processing time goals are achieved. USCIS has made significant progress

towards the hiring and training of new staff authorized in the FY 2008 Budget and through the Surge Response Plan. During the third quarter, USCIS increased its on-board staff by 302 Adjudications Officers. Since the beginning of FY 2008, USCIS has increased its overall Adjudications Officer workforce by 685 employees. During the third quarter, USCIS successfully trained and graduated 165 Adjudications Officers from its new BASIC

training program. Since the beginning of FY 2008, USCIS has trained and graduated 386 Adjudications Officers, with many more currently in training or scheduled to attend training. All employees who completed the BASIC training have returned to their official duty stations and are contributing significantly towards the achievement of their office's production targets.

## FY 2008 Third Quarter Production Data

Form	Receipts	Completions	Pending	Previous End of Quarter Pending	Net Backlog <sup>1</sup>	Gross Backlog	Previous End of Quarter Net Backlog <sup>1</sup>	Previous End of Quarter Gross Backlog	Net Backlog as % of Pending
N-400	139,199	308,868	743,259	965,934	379,950	514,044	539,654	913,673	51%
I-485 Regular	121,379	150,398	636,267	644,077	409,653	478,848	412,868	559,021	64%
I-485 Indochinese	24	77	225	262	193	198	229	250	86%
I-485 Asylee	10,989	21,570	51,344	61,794	31,377	36,418	43,927	57,638	61%
I-485 Refugee	9,970	13,605	53,163	57,905	38,290	39,625	42,469	43,105	72%
I-130	166,319	142,898	1,428,158	1,387,140	80,053	1,129,590	71,660	987,034	6%
I-90	94,244	97,517	155,504	162,991	18,315	19,006	12,695	-	12%
I-129	180,589	153,395	92,210	51,876	-	914	-	1,253	0%
I-131 Adv/Prl	76,780	51,685	58,764	33,643	-	-	-	27,491	0%
I-131 RP/RTD	23,002	49,735	45,385	78,261	19,522	22,388	49,426	44,913	43%
I-140	24,072	39,676	130,790	146,092	94,302	99,239	107,200	108,692	72%
I-539	48,929	37,921	68,051	56,337	16,386	19,122	5,211	7,243	24%
I-751	52,740	47,053	134,495	124,360	19,339	20,977	10,776	14,810	14%
I-765	310,110	230,453	234,156	158,565	-	-	-	-	0%
I-821	1,163	7,646	10,615	17,586	5,497	6,895	11,123	-	52%
N-600/N-643	15,154	19,403	35,512	39,203	5,157	5,589	11,007	-	15%
I-589	6,633	11,979	16,235	20,097	-	-	-	-	0%
I-881	1,140	2,643	3,056	4,239	-	-	-	-	0%
I-867	1,404	1,435	159	161	-	-	-	-	0%
I-102	4,686	3,716	5,668	4,604	511	982	-	252	9%
I-129F	14,265	12,063	27,383	25,021	-	-	-	445	0%
I-360	4,048	3,993	12,904	11,936	2,110	4,171	826	3,515	16%
I-526	219	194	548	522	39	108	16	-	7%
I-600/600A	4,533	6,682	5,935	7,824	1,365	1,365	2,390	1,159	23%
I-687/690/695/698/700 Legalization/SAW	516	1,562	3,506	4,072	2,388	2,402	2,891	2,800	68%
I-730	5,163	10,877	21,781	26,799	10,347	11,704	16,038	16,550	48%
I-817	846	1,101	2,447	2,127	623	880	424	179	25%
I-824	6,300	6,806	11,102	11,564	-	-	-	-	0%
I-829	136	122	348	351	153	161	214	209	44%
I-914	163	107	269	181	-	17	-	-	0%
I-905	-	-	-	-	-	-	-	-	-
N-300	10	11	32	63	10	10	36	12	31%
N-336	1,646	1,693	4,981	6,126	1,785	1,785	2,920	1,995	36%
N-470	166	101	463	400	130	130	83	44	28%
N-565	8,252	8,743	15,249	15,901	-	-	-	6,635	0%
N-644	5	-	8	3	3	3	3	1	38%
N-648	3,258	4,232	3,456	2,989	-	-	-	-	0%
Immigrant Visas	-	-	-	-	-	-	-	-	-
EOIR Adjustment Processing	-	-	-	-	-	-	-	-	-
Waivers	4,020	3,934	12,232	10,542	4,823	4,914	3,155	3,331	39%
Total	1,342,072	1,453,894	4,025,660	4,141,548	1,142,321	2,421,485	1,347,241	2,802,250	28%
FY 2007	7,679,423	6,271,024	5,033,854		105,793				2%
FY 2006	6,302,956	6,855,771	3,485,706		49,031				1%
FY 2005	6,279,199	7,603,900	3,921,974		951,559				24%
FY 2004	5,982,489	7,303,321	5,083,628		1,438,795				28%

<sup>1</sup> In general, backlog will fluctuate depending on how current completions for each application type fare against cases received six months prior. In addition, inventory adjustments and the availability of visas have an effect on backlog.

## Quality Assurance

During the third quarter of FY 2008, USCIS achieved a 99.8% accuracy rate for naturalization applications and a 99.3% accuracy rate for adjustment of status applications. Both rates exceed the minimum acceptable accuracy rate of 99%. In all applications where errors were identified, USCIS implemented corrective actions to prevent future problems.

## Production Management

**Receipts:** Third quarter receipts were higher by 208,251 compared to the second quarter, but continued to be below projections. USCIS expected 1,483,493 receipts for the third quarter, but received 1,342,072 receipts. This amounted to only 90% of the expected receipts. Receipts during the third quarter of FY 2008 were 27% lower than those of the same period of FY 2007. The decreased filings for the current fiscal year can be partly attributed to the 2007 surge. Receipts for Form N-400 exhibited a quarterly decrease of 2,994 cases, or nearly 2%. Only 139,199 N-400 cases were receipted in the third quarter, falling short of the quarterly expectation of 164,322 receipts. However, when compared to the same period in FY 2007, N-400 receipts are lower by 61%. Overall, the receipt levels for Form N-400 have been lower throughout FY 2008. Form I-485 Regular/Adjustment of Status had a 27% increase in the third quarter. The number of I-485 Regular/Adjustment of Status cases received was less than 1% lower than the 121,500 cases expected. The continued decrease in receipts for Form I-485 was due to the visas for all Employment Based filings being made current during the fourth quarter of FY 2007.

This decrease has perpetuated for three quarters. Form I-821 had a substantial decrease in its level of receipts, posting a 55% quarterly decrease. Temporary Protected Status (TPS) designations typically run in 18-month increments, and there was no significant renewal volume this quarter.

## Cycle Time (in months) FY 2008 to date

Form	Net Cycle Time	Gross Cycle Time	Cycle Time Goal
N-400	11.4	11.7	5
I-485 Regular	11.2	11.6	4
I-485 Indochinese	19.0	19.3	4
I-485 Asylee	11.9	12.8	4
I-485 Refugee	14.6	14.9	4
I-130	5.9	22.6	6
I-90	4.4	4.4	4
I-129	1.9	2.0	2
I-131 Adv/Pri	2.0	2.1	3
I-131 RP/RTD	4.9	5.1	3
I-140	11.1	11.2	4
I-539	4.0	4.2	3
I-751	7.0	7.1	6
I-765	2.1	2.2	3
I-821	8.0	8.0	6
N-600/N-643	7.5	7.7	6
I-589	2.8	3.7	6
I-881	2.4	2.8	6
I-867	0.3	0.3	0.5
I-102	3.3	3.6	3
I-129F	5.2	5.5	6
I-360	7.4	8.9	6
I-526	6.5	7.5	6
I-600/600A	3.9	3.9	3
I-687/690/695/698/700 Legalization/SAW	19.0	19.1	6
I-730	12.2	13.0	6
I-817	8.4	9.4	6
I-824	5.2	5.4	6
I-829	10.9	11.2	6
I-914	4.0	6.4	6
I-905	n/a	n/a	6
N-300	8.7	8.7	6
N-336	9.4	9.4	6
N-470	8.3	8.3	6
N-565	4.8	5.4	6
N-644	9.6	9.6	6
N-648	3.8	3.8	6
Immigrant Visas	n/a	n/a	2
EOIR Adjustment Processing	n/a	n/a	2
Waivers	10.0	10.0	6

Receipts of Form I-765, the application for employment authorization and an Employment Authorization Document (EAD), increased by 80,183 this quarter. Last July the Department of State's July Visa Bulletin created a unique opportunity for persons to apply for adjustment of status based on eligibility for an employment-based visa. This led to the filing of almost 300,000 I-485 adjustment applications. Because the EAD is renewed each year while the Form I-485 is pending, USCIS is beginning to receive the renewal applications.

**Completions:** USCIS completed 1,453,894 applications; 72,162 cases lower than the previous quarter's production. When compared to the same period in FY 2007, USCIS completed 4% fewer cases. However, the third quarter total completions exceeded total 70,246 fewer cases completed for this form type during the third quarter. Form I-821 is adjudicated and managed based on the needs of the agency (i.e., TPS periods). Although fewer Form I-821 cases were completed, the net backlog for this form type was sliced in half. We completed fewer cases this quarter than last quarter for two of those cases that require the most resources (I-485 and I-130). For Form N-400, USCIS processed more cases in the third quarter when compared to the preceding quarter. We have processed 73% of the annual goal for this form type, and have processed 744,614 cases the third quarter was one of the largest contributing has processed 62% of its Form I-130 annual goal and has processed 463,712 cases. For Form I-485, the agency has processed 81% of its annual goal, processing 486,036 cases. USCIS has been adding to its adjudicative capacity in recent production periods. Part of the process of hiring new involves training and other non-adjudicative activities. During the coming months, the level of production is expected to increase as these new hires are contributing to adjudications at a more concentrated level.

**Backlog:** the second quarter by 204,920 cases, for a total of 1,142,321. At the end of the third quarter of FY 2008, the gross backlog, including cases outside of USCIS's control, was 2,421,485 cases, of which 2,392,853 were for forms tracked in the Surge Response Plan (SRP). USCIS was able to mitigate and reduce the net backlog between the end of the second and third quarter of FY 2008, mainly due to the large number of largest net backlog resides in Form I-485 Regular/ Adjustment of Status, at 409,653 cases followed by comprise 69% of the USCIS net backlog. main factor of the reduction in the N-400 backlog was the ratio of cases completed to cases received was 2:1. Form I-130 experienced an increase in its backlog, backlog now stands at 28% of the overall pending cases. Operational capacity increases and production line efficiency gains have been phased-

in during FY 2008 through our SRP in anticipation of the redeveloped backlog during FY 2008. As many of the recent hires contribute more towards adjudicative productivity, we expect further decreases in the agency's backlog.

## Analysis

**N-400 Regular:** N-400 Regular receipts decreased by 2% in the third quarter of FY 2008, compared to the attributable to last year's fee rule change, the upcoming presidential election, and actions towards immigration reform. Prior to the implementation of the fee rule change, a surge of applicants filed this form type. As a result, the subsequent production periods experienced diminished levels of receipts that have continued into the third quarter of FY 2008. USCIS has been active in managing the N-400 workload to mitigate this form type's backlog. Completions during the third quarter were 29 percent above the previous quarter's production. When compared to the same period in FY 2007, N-400 completions were 55 percent higher in the third quarter FY 2008. The high level of completions has substantially reduced the net backlog.

**I-485 Regular:** Form I-485 Regular completions were 14% lower in the third quarter of FY 2008 compared to the second quarter of FY 2008. Receipts received during the third quarter of FY 2008 were 27% higher than in the second quarter of FY 2008, a direct result of visa availability. The net backlog for this group of forms stands at 409,653 cases.

**I-821:** The level of receipts for Form I-821 are cyclical as the receipts are directly correlated to the various countries that are designated for TPS. As registration and re-registration periods open and close, the level of receipts are affected. There were no re-registration periods open during the third quarter. There were 1,163 Form I-821 cases received from late registrants and re-registrants.



## Homeland Security Act - Section 478

Section 478 of the Homeland Security Act requires that the Secretary issue an annual report on immigration functions, beginning one year after enactment of the Act. The following addresses this requirement:

- (A) The aggregate number of all immigration applications and petitions received, and processed, by the Department:

6,548,630 immigration applications and petitions were received during the reporting period (July 2007- June 2008). During the same period, 6,638,102 applications were processed.

- (B) Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type:

USCIS currently collects office production data on denials for 1) fraud and 2) reasons other than fraud. The creation of FDNS has led to the implementation of procedures wherein fraud denials are systematically verified. Adjudicators may deny an application/petition when fraud is suspected if they have grounds to deny the case for reasons other than fraud (i.e., abandonment, ineligibility, or inadmissibility (except fraud)) prior to referring the case to FDNS. However, even if the case is denied or withdrawn, when fraud is suspected and the minimum threshold for referral is met, the adjudicator must refer the case to FDNS. This policy ensures that all findings of fraud are sufficiently vetted and substantiated.

- (C) The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog:

The detailed plan for eliminating the backlog is referenced in the original July 2004 Backlog Elimination Plan, which was presented to Congress, and which is updated quarterly as is the purpose of this report. Adjustments to the Backlog calculation are discussed in the “Production Management” section, elsewhere in this report.

- (D) The average processing period for immigration applications and petitions, disaggregated by application or petition type:

Current systems employed by USCIS district offices and service centers are unable to produce aging reports from which average wait times or processing times can be calculated. Development of that capacity is part of the USCIS Business Transformation Program. That said, USCIS believes that cycle time (pending expressed in months of receipts) in conjunction with the first-in-first-out adjudication policy comes close to approximating average processing time. Progress in cycle times since July of 2007 is outlined in the table entitled “Section 478 Cycle Times.”

- (E) The number and types of immigration-related grievances filed with any official of the Department of Justice (DOJ), and if those grievances were resolved:

See Item (F).

- (F) Plans to address grievances and improve immigration services. To date, USCIS is not aware of any immigration-related grievances filed with any official of the DOJ. [Pursuant to Section 452(b)(2) of the Homeland Security Act, the Citizenship and Immigration Services Ombudsman fills an important role in addressing immigration related problems.]:

USCIS and DOJ coordinate routinely on various issues intended to improve immigration services.

- (G) Whether immigration-related fees were used in a manner consistent with legal requirements regarding such use:

The USCIS Office of the Chief Financial Officer and the Office of the Chief Counsel agree that USCIS has used immigration-related fees consistent with legal requirements regarding their use.

- (H) Whether immigration-related questions conveyed by customers to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently:

At district offices: InfoPass, a web-based scheduling tool that was originally available at the Miami District Office has been expanded nationwide since FY 2004.

The tool allows customers to schedule themselves for appointments at the local office for in-person customer service (1,151,374 customers for the period July 1, 2007 to June 30, 2008). This alternative to waiting in line has greatly enhanced customer service and provides USCIS with a better tool to manage its resources. In addition to the national deployment of InfoPass, USCIS has nationally implemented Direct Mail for filing Form I-485, Family based Adjustment of Status; begun the national phase-in of the Form I-90,

## Section 478 Receipts and Denial Table

Northeast Region				
Form Name	Form Number	Receipts	Denied - Fraud	Denied - Other
Application to Replace Permanent Resident Card	I-90	11,691	7	29,432
Petition for Nonimmigrant Worker	I-129	435,354	212	33,187
Petition for Alien Relative	I-130 (All)	603,606	526	37,608
Application for Travel Document - Advanced Parole	I-131 Adv/Prl	212,280	2	12,090
Application for Travel Document - Reentry Permit	I-131 RP/RD	173,375	255	6,593
Immigration Petition for Alien Worker	I-140	195,384	81	18,215
Application to Adjust Status (All)	I-485	304,808	19	25,832
Application to Extend/Change Status	I-539	225,782	56	34,778
Petition to Remove Conditions on Residence	I-751	153,949	0	7,269
Application for Employment Authorization	I-765	1,371,989	147	153,922
Application for Temporary Protected Status	I-821	291,903	1	34,148
Application for Naturalization	N-400	0	0	0
Application for Certificate of Citizenship	N-600 & N-643	1,236	0	1,664
All Other Forms		265,194	61	43,624
Totals		4,246,551	1,367	438,362

Southeast Region				
Form Name	Form Number	Receipts	Denied - Fraud	Denied - Other
Application to Replace Permanent Resident Card	I-90	103,974	12	1,121
Petition for Nonimmigrant Worker	I-129	0	0	2
Petition for Alien Relative	I-130 (All)	43,710	1,203	7,078
Application for Travel Document - Advanced Parole	I-131 Adv/Prl	2,089	4	175
Application for Travel Document - Reentry Permit	I-131 RP/RD	14	0	4
Immigration Petition for Alien Worker	I-140	0	0	6
Application to Adjust Status (All)	I-485	100,381	1,659	23,277
Application to Extend/Change Status	I-539	205	1	161
Petition to Remove Conditions on Residence	I-751	37	509	1,156
Application for Employment Authorization	I-765	2,423	11	1,685
Application for Temporary Protected Status	I-821	16	0	47
Application for Naturalization	N-400	177,721	164	19,717
Application for Certificate of Citizenship	N-600 & N-643	10,236	13	752
All Other Forms		12,191	315	7,543
Totals		452,997	3,891	62,724

Application to Replace Permanent Resident Card Pilot; initiated electronic filing of forms via the Internet; expanded the capture of biometrics data at Applications Support Centers; and made case status available via the web through "Case Status On Line". These initiatives each increase customer service and processing efficiencies. A collateral effect of these programs has been an increased capacity at district offices to provide in-person customer service (since these were workloads previously handled by Information Officers in district offices). As a result, USCIS has been able to increase the number of appointments available for other kinds of customer services through InfoPass.

The telephone contact centers are an important facet of USCIS customer service efforts, providing information to over 15 million customers annually. Telephone services include:

1) a fully automated Interactive Voice Response (IVR) system, which provides 60% of all USCIS customers the information they need without talking to someone,

2) USCIS contract telephone centers that provide live assistance for inquiries of a general nature, and

3) two USCIS telephone centers staffed by Immigration Information Officers who handle more complex inquiries. USCIS call centers collect, qualify, and forward more than 90,000 inquiries monthly via the Service Request Management Tool, an automated system which allows the service to process and track customer inquiries thereby reducing walk-in traffic to USCIS field offices. USCIS service centers and field offices research and resolve 77% of these inquiries within 30 days of the request. Customer service quality, customer satisfaction, and information

## Section 478 Receipts and Denial Table continued

Central Region				
Form Name	Form Number	Receipts	Denied - Fraud	Denied - Other
Application to Replace Permanent Resident Card	I-90	141,163	44	1,310
Petition for Nonimmigrant Worker	I-129	0	0	0
Petition for Alien Relative	I-130 (All)	48,512	641	5,321
Application for Travel Document - Advanced Parole	I-131 Adv/PrI	1,646	10	1,431
Application for Travel Document - Reentry Permit	I-131 RP/RD	74	0	3
Immigration Petition for Alien Worker	I-140	0	0	2
Application to Adjust Status (All)	I-485	89,485	785	16,037
Application to Extend/Change Status	I-539	650	16	204
Petition to Remove Conditions on Residence	I-751	109	123	741
Application for Employment Authorization	I-765	3,079	7	3,423
Application for Temporary Protected Status	I-821	4	1	119
Application for Naturalization	N-400	226,434	114	19,160
Application for Certificate of Citizenship	N-600 & N-643	23,559	5	1,374
All Other Forms		20,353	314	6,412
Totals		555,068	2,060	55,537

Western Region				
Form Name	Form Number	Receipts	Denied - Fraud	Denied - Other
Application to Replace Permanent Resident Card	I-90	195,228	13	2,460
Petition for Nonimmigrant Worker	I-129	4	0	2
Petition for Alien Relative	I-130 (All)	57,712	897	5,994
Application for Travel Document - Advanced Parole	I-131 Adv/PrI	3,714	36	1,833
Application for Travel Document - Reentry Permit	I-131 RP/RD	64	0	30
Immigration Petition for Alien Worker	I-140	1	0	0
Application to Adjust Status (All)	I-485	108,088	794	18,268
Application to Extend/Change Status	I-539	355	1	250
Petition to Remove Conditions on Residence	I-751	40	197	1,086
Application for Employment Authorization	I-765	4,716	44	3,856
Application for Temporary Protected Status	I-821	13	3	157
Application for Naturalization	N-400	371,487	174	24,379
Application for Certificate of Citizenship	N-600 & N-643	20,611	37	2,241
All Other Forms		14,503	459	13,608
Totals		776,536	2,655	74,164

SC's and NBC				
Form Name	Form Number	Receipts	Denied - Fraud	Denied - Other
Application to Replace Permanent Resident Card	I-90	161,444	12	1,490
Petition for Nonimmigrant Worker	I-129	222	0	1
Petition for Alien Relative	I-130 (All)	64,408	2,342	8,956
Application for Travel Document - Advanced Parole	I-131 Adv/PrI	5,028	70	1,451
Application for Travel Document - Reentry Permit	I-131 RP/RD	28	0	12
Immigration Petition for Alien Worker	I-140	5	0	3
Application to Adjust Status (All)	I-485	98,885	4,171	25,825
Application to Extend/Change Status	I-539	589	8	195
Petition to Remove Conditions on Residence	I-751	29	768	1,594
Application for Employment Authorization	I-765	2,845	0	1,316
Application for Temporary Protected Status	I-821	14	0	103
Application for Naturalization	N-400	294,777	1,061	31,146
Application for Certificate of Citizenship	N-600 & N-643	24,003	12	3,228
All Other Forms		18,671	4,414	17,373
Totals		670,948	12,858	92,693

accuracy are key priorities. To this end, USCIS contracts with two renowned companies for independent quality assurance reviews and customer satisfaction surveys to monitor contract and USCIS telephone service operations. Overall customer satisfaction with

telephone customer services was about 84% and satisfaction with live assistance exceeded 86% during the last 12 months. The customer service surveys also revealed that in FY 2006, 81% of customers were satisfied with the information provided by the USCIS Internet Website.

## Section 478 Pending and Backlog Table

Form Name	July 2007 End Pending	June 2008 End Pending	Difference	July 2007 Backlog	June 2008 Backlog	Difference
I-90	200,603	155,504	-45,099	0	18,315	18,315
I-129	70,173	92,210	22,037	0	0	0
I-130	1,350,234	1,428,158	77,924	24,775	80,053	55,278
I-131 Adv Pri	48,175	58,764	10,589	0	0	0
I-131 RP/RD	64,666	45,385	-19,281	16,607	19,522	2,915
I-140	120,955	130,790	9,835	0	94,302	94,302
I-485 (Regular)	493,356	636,267	142,911	13,450	409,653	396,203
I-485 Refugee	51,871	53,163	1,292	22,400	38,290	15,890
I-485 Indochinese	319	225	-94	218	193	-25
I-485 Asylee	78,326	51,344	-26,982	34,628	31,377	-3,251
I-539	49,719	68,051	18,332	0	16,386	16,386
I-751	77,215	134,495	57,280	0	19,339	19,339
I-765	279,606	234,156	-45,450	0	0	0
I-821	45,087	10,615	-34,472	0	5,497	5,497
N-400	877,039	743,259	-133,780	0	379,950	379,950
N-600/N-643	52,306	35,512	-16,794	0	5,157	5,157
I-589	34,334	16,235	-18,099	0	0	0
I-881	8,761	3,056	-5,705	0	0	0
I-867	137	159	22	0	0	0

## Glossary

**Acceptable Pending:** The maximum number of cases USCIS calculates may be pending at any given time in order to reach production goals. The acceptable pending is derived by totaling the monthly receipts for the number of months USCIS has determined for a cycle time goal.

For example, USCIS in its July 2007 Fee Rule, Established its processing goal for major form types at 6 months or less. Therefore, the acceptable pending would equal to six months or less for most form types.

**Active Case Management:** Refers to the number of workable cases in the universe of pending cases. In an effort to better manage its production and allocate its resources in an efficient manner, USCIS has implemented “Active Case Management” (ACM). Pursuant to ACM, cases that do not have an available visa or Federal Bureau of Investigations (FBI) name check, and cases that are in suspense for other reasons deemed beyond USCIS’s control, have

## Section 478 Cycle Times Table

Form Name	Form Number	Jul-07	Jun-08	Difference
Application to Adjust Regular Status	I-485	6.31	11.24	(4.92)
Application to Adjust Refugee Status	I-485	10.44	14.65	(4.20)
Application to Adjust Asylee Status	I-485	-	11.94	(11.94)
Application to Adjust Indochinese Status	I-485	14.89	19.00	(4.11)
Petition for Nonimmigrant Worker	I-129	1.93	1.89	0.04
Application to Extend/Change Status	I-539	2.44	4.03	(1.59)
Application to Replace Permanent Resident Card	I-90	3.66	4.43	(0.77)
Petition for Alien Relative	I-130 (All)	6.43	5.88	0.54
Application for Travel Document - Advanced Parole	I-131 Adv/Pri	1.98	2.02	(0.04)
Application for Travel Document - Reentry Permit	I-131 RP/RD	4.12	4.87	(0.75)
Immigration Petition for Alien Worker	I-140	5.94	11.14	(5.21)
Petition to Remove Conditions on Residence	I-751	5.42	7.03	(1.60)
Application for Employment Authorization	I-765	2.02	2.11	(0.09)
Application for Temporary Protected Status	I-821	1.34	8.02	(6.67)
Application for Naturalization	N-400	5.56	11.39	(5.83)
Application for Certificate of Citizenship	N-600 & N-643	4.88	7.53	(2.65)
Asylum Applications	I-589	5.00	2.81	2.19
NACARA 203 Application	I-881	4.37	2.45	1.92
Credible Fear Referral	I-867	0.26	0.33	(0.07)

Been taken out of the production queue. This allows USCIS to focus its attention on those cases that stand ready for adjudication. Cases held in suspense have been discounted from the net backlog computation to better reflect the number of cases that are within the agency’s control.

**Completions:** Refers to the number of cases that are approved or denied during the reporting period.

**Cycle Time:** Refers to the number of months of receipts that equal the current level of pending



cases. For example, if the current pending level of a particular form type is 30 cases, and 10 cases were receipted for each of the past three months (30 receipts), the cycle time would be three months for this form type.

**End Pending:** The total number of cases on-hand at the end of the period that require a final adjudicative action.

**Gross Backlog:** The total number of cases pending that exceed the total acceptable pending (Gross Backlog = Total Pending – Acceptable Pending). If the remainder is equal to or less than zero, no backlog exists.

**Net Backlog:** The number of cases pending once cases that cannot be adjudicated due to reasons outside USCIS's control (e.g., FBI name check; visa regression) are deducted from the gross backlog; the true number of cases needing action (Gross Backlog – Deductible Cases = Net Backlog).

**Receipts:** The number of new cases receipted during the reporting period.

## USCIS Forms

CIS Form No.	CIS Form Description
I-17	Petition for Approval of School for Attendance by Nonimmigrant Students
I-90	Replace Permanent Resident Card
I-102	Replacement/Initial Nonimmigrant Arrival-Departure Document
I-129	Nonimmigrant Worker
I-129F	Alien Fiance(e)
I-130 Other Relative	Alien Relative
I-130 Spouse	Alien Relative
I-131	Application for Travel Document
I-140	Petition for Alien Worker
I-175/I-190 BCC	Border Crossing Card
I-193	Waiver for Passport and/or Visa
I-360	Amerasian, Widow(er), or Special Immigrant
I-485	Register Permanent Residence or Adjust Status
I-526	Immigrant Petition by Alien Entrepreneur
I-539	To Extend/Change Nonimmigrant Status
I-589	Asylum and Withholding of Removal
I-600	Classify Orphan as an Immediate Relative
I-687	Status as a Temporary Resident Under Section 245A of the INA
I-690	Waiver of Grounds of Inadmissibility Under Sections 245A or 210 of the INA
I-694	Notice of Appeal of Decision Under Sections 245A or 210 of the INA
I-695	Application to Replace Form I688A
I-698	Adjust Status from Temporary to Permanent Resident
I-700	SAW - Seasonal Agricultural Worker
I-730	Refugee/Asylee Relative Petition
I-751	Remove the Conditions of Residence
I-765	Employment Authorization
I-817	Family Unity Benefits
I-821	Temporary Protected Status
I-824	Application for Action on an Approved Application or Petition
I-829	Entrepreneur to Remove Conditions
I-881	Suspension of Deportation or Special Rule Cancellation of Removal
I-905	Permission to Issue Health Care Certification
I-914	T Nonimmigrant Status
N-300	Application to file Declaration of Intention
N-336	Request for a Hearing on a Decision in Naturalization Proceedings
N-400	Application for Naturalization
N-470	Application to Preserve Residence for Naturalization Purposes
N-555	Application for Replacement Naturalization/Citizenship Document
N-600K	Application for Citizenship and Issuance of Certificate
N-600/N-643	Application for Certificate of Citizenship
N-644	Application for Posthumous Citizenship
N-648	Medical Certification for Disability Exceptions